



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

WELLSKY UPDATE

Target Audience - Qualified Vendors and Providers

Transmittal Date - 05/31/2022

As [previously communicated](#), DDD is continuously assessing vendor readiness for the implementation of the WellSky claims system. To date, a few hundred vendors have been through WellSky Interface Training and Claims Technical Guidance Training. However, DDD recognizes the vendor community needs more time to fully prepare for the WellSky implementation.

DDD is announcing new dates for parallel testing and go-live. The new system will be operational beginning Monday, June 13, 2022 as a soft launch, for vendors to begin parallel testing. During parallel testing, vendors can submit a test claim to WellSky at the same time they submit the same claim to Focus to verify both claims results are the same. An important note, during the parallel testing period, vendors must continue to submit billing in the same manner as always for payment processing. The hard launch go-live is scheduled for August 1, 2022.

WellSky utilizes the Healthcare Common Procedure Coding System (HCPCS) and standard Centers for Medicare & Medicaid Services (CMS) claims forms when reimbursing Qualified Vendors for submitted claims. This will include the use of standardized Health Insurance Portability and Accountability Act (HIPAA) Transactions and Code Sets (TCS) in lieu of DDD proprietary codes currently being used by vendors when submitting claims. Qualified Vendors will be required to submit claims on official, nationally-recognized forms. The current DDD billing template will be replaced by these forms.

Vendors will have three options for submitting claims:

- Submit an electronic 837 form
- Manually enter claims directly in WellSky for each authorization
- Submit a CMS 1500 form in paper form

The [Division's website](#) has additional information about this project, including:

- [WellSky General Topics and Frequently Asked Questions](#)
- [Billing Guide: CMS 1500 Form](#)
- [WellSky 837P Companion Guide](#)
- [DDD Medical Coding with Modifiers Reference Sheet](#)
- [DDD Provider Coding Guide-Rate Book Companion](#)
- [Vendor Reimbursement Rate Sheet](#)
- [Claims Technical Guidance Training Presentation](#)

Training Schedule for WellSky System

The Division's Provider Relations team has been contacting Qualified Vendors to ensure they have assigned a WellSky administrator in Focus. The Division has sent emails from DDDWellSkyTraining@azdes.gov to those individuals. That email included a survey asking them to select their preferred training dates. All training sessions will be held from 9:00 a.m. to 4:00 p.m. Any WellSky Administrators who have not received an email by May 31, 2022, should verify the WellSky Administrator's email address in Focus is correct. If it is not correct, the Qualified Vendor should update the address in Focus. If it is correct, the WellSky Administrator should contact DDD via email at DDDWellSkyTraining@azdes.gov.